GOVERNMENT OF ANDRHA PRADESH
ABSTRACT

G.A. (Pro.B) Department - Instructions on Organisation of Department of Protocol - Orders – Issued.

GENERAL ADMINISTRATION (PRO.B) DEPARTMENT

G.O.Rt.No.1685 **Dated:31.07.2017.**

O R D E R:

The State Government hereby notify the "Instructions on Organisation of Department of Protocol" annexed to this order.

(BY ORDER IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

SRIKANT NAGULAPALLI
SECRETARY TO GOVERNMENT (POLL.)

To
The Director of Protocol, Nowluru
Copy to:
The P.S.to Chief Secretary to Government.
The P.S.to Secretary to Government (Political).
Sf/Sc.

// FORWARDED :: BY ORDER //

SECTION OFFICER.

ANNEXURE

G.O.Rt.No.1685, GA (Pro.B) Department, dated:31.07.2017.

INSTRUCTIONS ON ORGANISATION OF DEPARTMENT OF PROTOCOL

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1. Introduction

The following are the wings in Director of Protocol.

Wing	Function
Reception Wing	Receive and see-off guests visiting the state receive mortal remains of NRIs from abroad.
Accommodation Wing	Provide accommodation to guests/ officials at hotels or state guest houses.
Transport Wing	Provide local transport to guests/ Ministers/ Officials/ non-Officials.
Guest House Annexes Wing	Provide hospitality related services in declared premises.
Events Wing	Conduct state functions and events assigned by Government.
Administration	Handle office management, accounts and human resource matters.

2. Reception wing

Units

This wing currently has two units, one in Vijayawada (Gannavaram) and other in Hyderabad (Shamshabad/ Begumpet).

Functions

This wing handles:

(i) Visits of:

- President of India, Vice-President of India, Prime Minister
- Governor, Speaker LS/ Chairman RS, Union Ministers
- Parliamentary Committees
- Statutory bodies of Union Government (ex: HRC, SC/ST Commission etc.)
- CJI/Supreme Court Judges, HC CJ/ High Court Judges
- other States' Governors/ Chief Ministers/ HC Judges
- Ambassadors, Foreign dignitaries
- Senior officers/ delegations of Government of India/ other states
- Other guests of State Government.

(ii) Reception of dead bodies of NRIs at international airports.

Activities

The guest reception work involves one or more of the following according to the eligibility of guests.

- Reception/ see-off at tarmac
- Taking of boarding passes
- Luggage handling
- Hospitality in VIP lounge

The mortal remains reception work involves

- Reception of mortal remains
- Arrangement of ambulance
- Transport of mortal remains to native place

Staff hiring policy

i) Staff will be hired as per service rules and sanctions given by Government.
ii) Class IV staff will not be hired. Service agencies will be engaged on tender basis by DoP.
iii) Service provider has to deploy protocol staff at Vijayawada Airport and at C.M.O. Velagapudi. The protocol officers should be qualified in hospitality, have good communication skills and be proficient in three languages (English, Hindi and Telugu). They should be well versed in international travel, have leadership capacity, be self motivated, stick to timelines and be dedicated. Their attire should reflect.

3. Accommodation Wing

Units

This wing has units at Vijayawada (State Guest House, APTDC Berm park), Hyderabad (Manjeera, Harita plaza).

Functions

This wing is responsible for providing accommodation to guests/officials/ non-officials as directed by Government.

<u>The work involves:</u>

i) Maintenance of Guest Houses
ii) Arrangement of food and beverages
iii) Allotment of Guest House rooms
iv) Hiring and allotment of hotel rooms as per requirement

Activities

The following are the activities under taken by accommodation wing.

Activity	Under orders of
Allotment	Orders issued by Protocol Division, GAD
Categorisation and tariff fixation	As per categories in Blue Book of Protocol Division, GAD
Eviction and fine collection	As per Protocol Manual of Protocol Division, GAD

Procurement policies

i) Hotel Rental Policy

A Memorandum of Understanding (MoU) will be entered between Director of Protocol and Hotel through a tender process.

ii) Guest House Maintenance Contracts

DoP will finalise a rate contract through tenders for service outsourcing of housekeeping, catering, maintenance etc.

4. Transport Wing

Units

There is one transport unit at Vijayawada currently.

Functions

This wing provides vehicles to guests/ officials/ non-officials on (i) long term allotment and (ii) short term allotment.

Categories of Allottees

Long term Allottees	Speaker, Ministers, Whips, Non-allottees officials of cabinet/ Spl CS rank, Secretaries to Government if needed, senior officials of CM Office/ CS Office/ GAD.
Short term allottees	State guests, non-paying/ paying guests, senior officials, collectors visiting capital, guests of CMO/ CS.

Auction Policy

The vehicles which meet any of the conditions viz. (i) 2.5 lakh km (ii) 15 years of service (iii) unfit certification by Motor Vehicle Inspector may be auctioned by DoP.

Procurement Policies

i) New Vehicles Purchase Policy.

The current sanctioned fleet strength of 26 vehicles will be maintained for DoP. New vehicles if needed will be purchased with Government permission after condemnation of existing vehicles on replacement basis.

ii) Vehicle Hiring Policy

- In case of non-availability of departmental vehicles, appropriate private vehicles are hired by DoP.

- Two year rate contract tenders are invited with following parameters. GeM of Govt, of India may also be used for the purpose.
    - Category of vehicle (luxury sedan, ordinary sedan, SUV)
    - short term (daily)/ long term (monthly) hire
    - short term rate (daily: Rs per 8 hours or 80 km)
    - long term rate (two years: Rs. per 2500 km per month/ Rs. per 4500 km per month/ Rs. per 6000 km per month)
    - GeM of Government of India may also be used for this purpose

5. Guest House Annexes Wing

The DoP, under special circumstances to be recorded in writing, may declare certain premises in the capital region as Guest House Annexes. Short-term/long term services such as catering, furnishing, hospitality, housekeeping and maintenance may be provided in the annexe premises.

Procurement policy

1) DoP will finalise a rate contract through tenders for service outsourcing of housekeeping, catering, maintenance etc.,

2) Catering & Service

   a) Catering arrangements have to be made to the offices of Chief Minister, Chief Secretary, GAD and any other annexe at Secretariat for the Visitors, Security personnel and staff who are coming to office early and attend late till night.

   b) Quality, quantity and hygiene have to be maintained. Caterer should provide local of food as per requirement within short of time.

   c) Catering arrangements have to be made for the WIPs, VIPs and other foreign dignitaries who are visiting Hon'ble Chief Minister.

3) Mementoes:

   a) Mementoes and shawls have to be arranged as per the design.

   b) They may be procured from M/s. Lepakshi Handicrafts Emporium which is a Government Organization. In case of non-availability with M/s. Lepakshi the same may be procured from the open market through tender.

   c) Araku Coffee Powder should be promoted so as to encourage the Girijan farmers who are farming the Araku Coffee plants and procured from Girijan Corporation (GCC).

6. Events Wing

Functions

i) All State Functions like Republic Day, Independence Day, State Formation Day, Iftar Dinner on the eve of Ramzan, Christmas Eve are arranged at the places/ venues selected by the Government. In addition to above, special functions, lunches, dinners are organized as per the instructions of Government.

ii) During International Seminars /Conferences conducted in the state at Vishakhapatnam, Tirupathi etc., the officers and staff are deployed to conduct Functions on behalf of State Protocol.

iii) Events are organized by an event manager selected through rate contract tender.

iv) State Funerals are also arranged as per the Govt, instructions at Head Quarter (Capital). In respect of other places in the state the District Administration organises State Funerals.

v) Any other events planned by the Government.

Events

The following are the events and responsibilities:

Event	Responsibility
Republic Day - State Function	Department of Protocol
Independence Day - State Function	Department of Protocol
State formation Day - State Function	Department of Protocol
Ugadi - State Function	Culture Department
Sankranti - State Function	Culture Department
Iftar Dinner - State Function	Department of Protocol
Christmas Eve - State Function	Department of Protocol
Collectors conference - Event	Department of Protocol
State funerals - Event	Department of Protocol
Swearing-in Ceremonies - Event	Department of Protocol
Other events ordered by Government	Department of Protocol

Arrangements

One or more of the following arrangements are generally involved:

1) Invitations. Designing, printing if needed, dispatch of e-mails/ invitation cards, vehicle passes, duty passes by DoP as per the instructions and list of invitees given by GAD.
2) Stage: erection, floral decoration, AC/coolers/fans, seating.
3) Reception. Culture/ I&PR/ police dept, will assist.
    i) Line up
    ii) Police band
    iii) Felicitation (Mementoes, bouquets, shawls)
    iv) On state ushering/ reception queue, anchoring.
4) Sound: good quality mike on stage and speakers based on estimated crowd. I&PR Department will assist.
5) Lighting: good quality lighting on stage. R&B Department will assist.
6) Pandal: Pandal and seating depending on crowd
7) Catering: Super structure, VIP at home area, staff/police dining area
8) Miscellaneous:
    i. AV equipment: LED screens, I&PR will assist.
    ii. CCTV for security with control room. Police dept, will assist.
    iii. VIP lounge
9) Media: Coverage of event, media lounge. I&PR will arrange..
10) Parking space for VIPs and crowd. Police dept, will assist.

Procurement policy

i) Rate contract tenders will be finalized by DoP for organizing any event at prescribed rates.
ii) Event managers will be empanelled by DoP

7. Administration wing

Accounts section

This section handles:

i) Preparation of the following bills:
    1) Reception wing: Reception consumables bills, hospitality bills.
    2) Accommodation wing: Hotel room rental bills, Food and beverage bills, Guest house keeping bills, electricity/water/ telephone/ communication bills.

3) Transport wing: POL bills, Fleet vehicle repairs and maintenance bills, Short term hire vehicle bills, Long term vehicle hire bills.

4) Guest house annexe wing: Furnishing/housekeeping/ maintenance bills, electricity/ water/ telephone/ communication bills, monthly kirana bills, food and beverage bills, felicitation material bills, miscellaneous bills.

5) Events wing: Event management bills.

6) Administration wing: AC bills and DC bills, Salary bills, office maintenance bills, Office electricity/ rental/ water/ telephone/ communication bills.

ii) Challan reconciliation, maintenance of cash book
iii) Preparation of budgetary estimates
iv) Preparations of number statements
v) Audit paras.

Establishment Section

This section:

i. Maintains personal files, Service Registers
ii. Sanctions leaves, medical reimbursement, loans and advances
iii. Provides replies to RTI act
iv. Effects appointments, promotions, transfers of permanent staff
v. Engages contract staff
vi. Prepares bills for outsourcing agencies etc.
vii. Handles disciplinary cases

8. Financial Powers

1. **Power to draw AC Bills up to Rs. 2 lakhs at a time:**
   As per the instructions issued in G.O.Rt.No.76 GA. (GH.I) Department, Dt:12.3.15, Rs. 2,00,000-00 may be drawn on A.C. Bill on each occasion towards maintenance for catering services in the Guest House, Camp Office & C.M.O. Office under Head of Account : 2070-115-SH-(04)-130-132. (DoP).
2. **Power to incur expenditure within budget:**
   Within the budgetary provisions, any expenditure may be sanctioned by Director/Additional Director.
3. **Power to draw AC bill for state functions:**
   In respect of state functions/ events, administrative sanction will be issued by the Government authorizing the Director of Protocol for drawing amount on AC bill from Hospitality Head of Account 2070-800-SH (05)-500-503 (GAD).
4. **Vehicle Auction Powers:**
   Director of Protocol is authorized to auction condemned vehicles.
5. **Powers of delegation:**
   Director of Protocol with approval of Secretary to Government, Political may delegate powers for Sanction & Payments to its subordinate offices on case by case basis

SECTION OFFICER.